(B) Additional Parameters for Basic Service

Sl. No.	Parameters	Proposed benchmarks	Averaged over a period of
1	Response time to the customer for assistance	(i) Percentage of call answered (electronically): within 20 seconds=80% within 40 seconds=95% (ii) Percentage of calls answered by operator (voice to voice): within 60 seconds=80% within 90 seconds=95%	One month
2.	Time taken for refund of deposits after closures	100% within 60 days.	One quarter

(C) Additional Parameters for Basic Wireless and Mobile Cellular Service

Sl. No.	Parameters	Proposed benchmarks	Averaged over a period of
1	Call set-up Success Rate (within licensees own network)	>95%	One quarter
2	Blocked Call Rate	(i) SDCCH Congestion <1% (ii) TCH Congestion <2%	One month
3	Service Coverage	In door>=-75dBm in-vehicle>=-85dBm Outdoor in city>=-95dBm	
4	POI congestion	<0.5%	One quarter
5	Response Time to the customer for assistance	(i) Percentage of calls answered (electronically), within 20 seconds=80% within 40 seconds=95% (ii) Percentage of call answered by operator (voice to voice), within 60 seconds=80% witin 90 seconds=95%	One month

Insurance premium charged on Tarang hand-sets

†2122. SHRI DILIP SINGH JUDEV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

†Original notice of the question was received in Hindi.

(a) whether it is a fact that insurance premium is charged monthly for "Tarang" hand-sets;

(b) if so, the amount of premium being charged and the types of facilities being provided to the subscribers as a result thereof;

(c) whether these facilities are available in other hand-sets too; and

(d) the details of insurance amount paid to the subscribers due to damage or loss of "Tarang" hand-sets in Chhattisgarh, year-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir. The Customer has an option to pay insurance premium on monthly basis for "Tarang" handsets.

(b) A premium of Rs. 20/- per month is being charged from the customer and paid to the Insurance Company. Under this scheme, customer is not required to pay security deposit for the handset provided to him.

(c) The Insurance Scheme is available on fixed wireless terminal also.

(d) As the WLL handsets under the Insurance Scheme are owned by BSNL, no premium amount is payable to the subscribers due to damage or loss of "Tarang" handsets.

Mobile towers in Andhra Pradesh

2123. SHRIMATI N.P. DURGA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of mobile towers installed by the BSNL, so far, in Andhra Pradesh for Global Mobile System-based mobile services;

(b) what could be the range of the base stations;

(c) whether it is a fact that some of the towers have become defunct in the last six months;

(d) if so, the details of such towers; and

(e) the action taken to rectify them?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir,